



IT Support RI

IT Support Done Right!

Technology is all around us. From the complexity of self-driving cars to the ability to ask your smart device the weather forecast for the next week; we as a society have developed new devices to make our lives easier. However, when almost everything we do relies on technology, there is a sense of panic when it doesn't work right. That's where we come in.

Everyone at IT Support RI is passionate about technology. We eat, sleep, and breathe it. For us, it's not just a job, it's a lifestyle. We are the geeks, nerds, techies, or whatever label you want to put on it. We take pride in solving complex problems and making things work right. In fact, that's one of the core values of our business.

We know that each person has a strength or special talent that makes them the best candidate for a task. That is why we have a large and diverse team of technicians ready to work on any IT problem that comes their way. This is our "IT Think Tank".

With specialties ranging from hardware, software, networking, servers, VoIP, hosted exchange, and much more, we are constantly improving and developing our skills to better service our clients. Not a day goes by where we aren't learning something new or sharpening our skills.

We work hard to resolve IT issues. We approach every service call as if they were our own problem. We understand how frustrating it is when things don't work the way they should. That's why we will do our best to resolve the issue as quickly as possible and put your mind at ease.

Welcome to the IT Support RI family!

- **Paul and Nick**
Owners, Authors, and IT Experts



FAQs and General Knowledge

What Comes Included with Our Monthly Service Agreement?

IT Support RI will work with you to keep your IT network in check, operational, and secured. We offer unlimited support during our normal business hours (Monday thru Friday, 8am to 5pm). These are the basic general services we cover for you daily with a brief description:

- **HelpDesk Service and Support** – Create a ticket via our PC icon, shoot us an email, or give us a call (if your computer/email is down) and we will create a service ticket for your issue. Based on the severity of the issue, your request will be placed in queue and then be handled by the next qualified technician ASAP. If we cannot fix your issue remotely, we will schedule an onsite.
- **Server Backups** – we will create and maintain your server's local and offsite backups. We take backups and security very seriously and have a dedicated Security Officer in charge of keeping your data safe. If there is special data that is very important, let us know! If it's not being backed up by us or your 3rd party vendor, we can work on a way to get that data backed up for you.
- **Behavioral Antivirus** – We use enterprise class antivirus that is constantly updated. If it's connected to the internet, you have the most up-to-date version available. It is lightweight, and powerful enough to evolve as new threats are discovered daily.
- **Patches and Updates** – all software needs regular updates, including your operating system (like Windows or Mac OS). We schedule patches (fixes a specific bug) and updates (fixes multiple general software issues) to occur during the week. Normally, these happen while you are home, sound asleep, and helps keep your business downtime to a minimum. Sometimes, your computer will reboot after updates are done. We always recommend that when you are done for the work day, to save and close anything you had open before you leave.

What is (and isn't) Covered?

Sometimes, life throws us a curveball. Emergencies happen, unexpected snags come up, and you need help. We pride ourselves on our outstanding service and support, but some things are outside our realm of expertise. We will assist you with your technology needs, but certain tasks aren't covered by our normal service agreement. All our included services are during our normal business hours. Any service outside that time and special projects are billed at our then-hourly rate. Here is a quick list of some things that are (and aren't) covered.

Examples of what **would** be covered:

- Transferring data to a new computer that was purchased from us
- Calling in with IT support questions for your covered device
- Troubleshooting a pop-up error
- Recovering a file from our backup plan
- Setting up your computer to print documents
- Replacing/upgrading the hard drive of a computer with one purchased from us

All these examples assume the requests are during our normal business hours for a device on our monthly service agreement



FAQs and General Knowledge

Examples of what **wouldn't** be covered:

- Calling in with IT support questions and/or requests outside our normal business hours
- Troubleshooting or setting up any device we are not maintaining via our monthly service agreement (if we aren't billing you to maintain it, we do not support it)
- VoIP systems not purchased and/or setup by us
- Troubleshooting and/or resolving issues that are outside our control (i.e.: Internet provider has faulty connections to the office, theft of device(s), acts of God, malicious employee, etc.)
- Installing (or converting) your existing Line of Business application to a new one (i.e.: converting from Sage to QuickBooks)
- Setting up a Payroll Machine, Check Scanner, Time Clock, and other 3rd party devices

All the above are strictly examples, please refer to your Statement of Work and/or Master Service Agreement for more info

Where Are My Invoices and When Am I Charged?

We try to be as transparent as possible, so we provide our clients with a portal to access their invoices, payment methods, and even service tickets. We try to go with digital options as much as we can. We only provide email copies of invoices for anything that is outside the normal monthly service invoice. These will be emailed and charged automatically on their due dates to your payment method on file.

Some examples of **due dates and terms** on invoices:

- **Paid by CC/ACH** (default billing cycle for any invoice other than the monthly service)
 - Due 14 Days after Invoice Date, auto-charged to payment on file
- **Due Upon Receipt** (default for all monthly services and additions added mid-month)
 - Due Immediately/Same Day as Invoice Date, auto-charged to payment on file
- **Due in XX Days** (variable timeframes and due dates, common with projects)
 - Due 14, 30, or 60 Days after Invoice Date, auto-charged to payment on file

We do not send the invoice for the monthly charges as they are 99.9% automated. Our software scans your network throughout the month, calculates and totals any services you are receiving, generates the invoice, and charges your payment method on file. You are always billed for your services at the start of each month, for that month. We do it this way to keep your software and licenses active for the month.

We **will** email you invoices for:

- New hardware/software that was purchased
- Service charges not covered by your agreement
- Projects (may require a deposit before date can be set)
- Credit Memos or other miscellaneous invoices

You can log into our portal to download and review any invoices via <https://portal.itsupportri.com>.

Please contact us if you need to give additional users access or if you have trouble logging in.

Information above is for reference only, refer to your Statement of Work and/or Master Service Agreement for more details



FAQs and General Knowledge

Is This a Project?

Whether you decide to add a new piece of equipment to your network or just change how you plan on doing business, the best thing to do is to let us know your plans! We can work with you to determine your best options and what work would be entailed. Once we have all the info we need, we will quote out the project work with a scope of what is covered by the project, the rate for labor, hardware, software, and any additional costs that may be associated with completing the project. Because we have schedules to follow, we ask that we are given at least 30 days after the sign-off of the quote to schedule the project. We know that sometimes time is of the essence. In these cases, we may charge an expedited fee for putting a rush on the job if we can accommodate it in our schedule. We've included some basic guidelines for if the work would be a project.

If the answer is “**Yes**” to any of these questions, **it is most likely a Project**:

- Are we changing/replacing or adding more services/procedures at your site? (i.e.: looking to convert to a digital patient check in instead of the current paper one, changing from using Sage to QuickBooks, adding a new specialty equipment to the network and need us to install it)
- Was the hardware or software that needs support added after we took over as your IT company and performed our initial onboarding?
- Will it take longer than 8 hours for one person to perform efficiently?
- Is the service requested for a device that is not covered by our monthly service agreement?

Questions above are for reference only, refer to your Statement of Work and/or Master Service Agreement for more info

Who Do I Talk to If I Have More Questions?

You can talk to any of our team members and they can either answer your question or get you over to the right person for your needs. Normally, you will work with our HelpDesk for your day-to-day IT issues. However, when it comes to something a bit more advanced or something you need consultation on, we would recommend reaching out to your direct account manager. Otherwise, if you aren't 100% sure who to talk to, we have included the contact details for our managers for more information.

IT Support RI Business Line – 401-522-5200 (*Business hours are Monday – Friday, 8am to 5pm*)

The IT Support RI Managers:

- **Joe Choiniere** | joe@itsupportri.com | ext. 110
- **Leo Cote** | leo@itsupportri.com | ext. 105
- **Tony Folco** | tony@itsupportri.com | ext. 112
- **Leeanna Raposo** | leeanna@itsupportri.com | ext. 109
- **PJ Raposo** | pj@itsupportri.com | ext. 122

Please remember, that most of the managers are usually scheduled for meetings and other engagements throughout the day. If they don't respond to your email or phone call immediately, it's just because they are busy upholding their responsibilities to our other clients. They will get back to you as soon as they are back in the office, and better suited to answer your questions!

